

CHANGE NOTICE FOR MANUAL

MANUAL: Food Stamp Certification Manual

CHANGE NO.: 7-2003 **Date:** March 17, 2003

TO: County Directors of Social Services

EFFECTIVE April 21, 2003, make the following changes to the Food Stamp Certification Manual.

I. BACKGROUND

Effective April 21, 2003, eFunds Corporation will replace Citibank as the contractor for Food Stamp Benefits issued via Electronic Benefits Transfer (EBT) for the State of North Carolina.

II. SPECIFIC CHANGES

A. Section 145, Division of Responsibilities, is revised to:

Replace the reference to "Citibank" with "eFunds," and change administrative terminal function names.

B. Section 215, Residence, is revised to delete:

Reference to the Southern Alliance of States and coupon conversion. North Carolina is no longer part of the Southern Alliance of States. In addition, EBT benefits will no longer be converted to coupons.

C. Section 610, Inactive Electronic Benefit Transfer (EBT) Accounts Report, is revised to:

Replace references to "Citibank" with "eFunds," and remove references to the Southern Alliance of States. Some report names have been changed, and references to erroneous expungement and restoration have been removed.

D. Section 810, Administrative Error (AE) Claims, is revised to:

Replace references to "Citibank" with "eFunds." Change the name of the on-line repayment process to Adjustment/Repayment Screen. Some report names have been changed, and references to expungement of current month's benefits have been removed.

F. Section 815, Inadvertent Household Error (IHE) Claims, is revised to:

Replace references to "Citibank" with "eFunds." Change the name of the on-line repayment process to Adjustment/Repayment Screen. Some report names have been changed, and references to expungement of current month's benefits have been removed.

G. Section 820, Intentional Program Violation (IPV) Claims, is revised to:

Replace references to "Citibank" with "eFunds." Change the name of the on-line repayment process to Adjustment/Repayment Screen. Some report names have been changed, and references to expungement of current month's benefits have been removed.

H. Section 905, Restoration of Lost Benefits, is revised to:

Replace the reference to "Citibank" with "eFunds," and remove Section 905.09, Restoring Expunged Benefits.

III. IMPLEMENTATION INSTRUCTIONS

Apply this policy effective April 21, 2003.

IV. INSTRUCTIONS FOR MAINTENANCE OF THE FOOD STAMP MANUAL

REMOVE		INSERT	
Section	Pages	Section	Pages
145	1-2	145	1-2
215	1-2	215	1-2
610	1-2	610	1-2
810	5-11	810	5-11
815	11-14	815	11-14
820	13-19	820	13-18
905	3-5	905	3-4

This policy has been approved by the Economic Services Committee.

If you have questions, please contact your Program Integrity Representative.

Sincerely,

Wilbert R. Morris, Chief

Economic Independence Section

WRM/DBS/bh

Attachments

[FSs145](#)

[FSs215](#)

[FSs610](#)

[FSs810](#)

[FSs815](#)

[FSs820](#)

[FSs905](#)